

FIG. 1

24

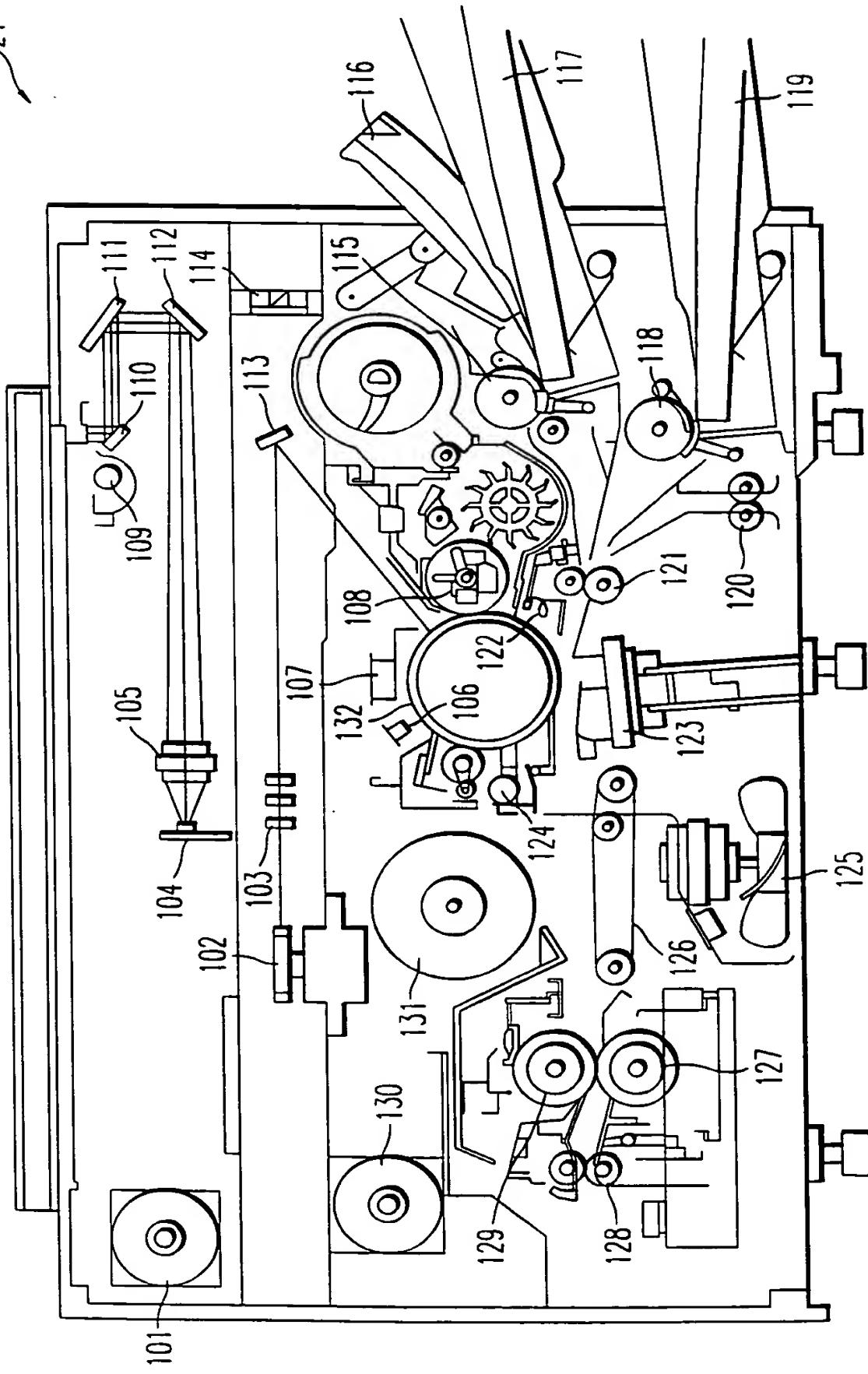


FIG. 2

06277-0083-1117960

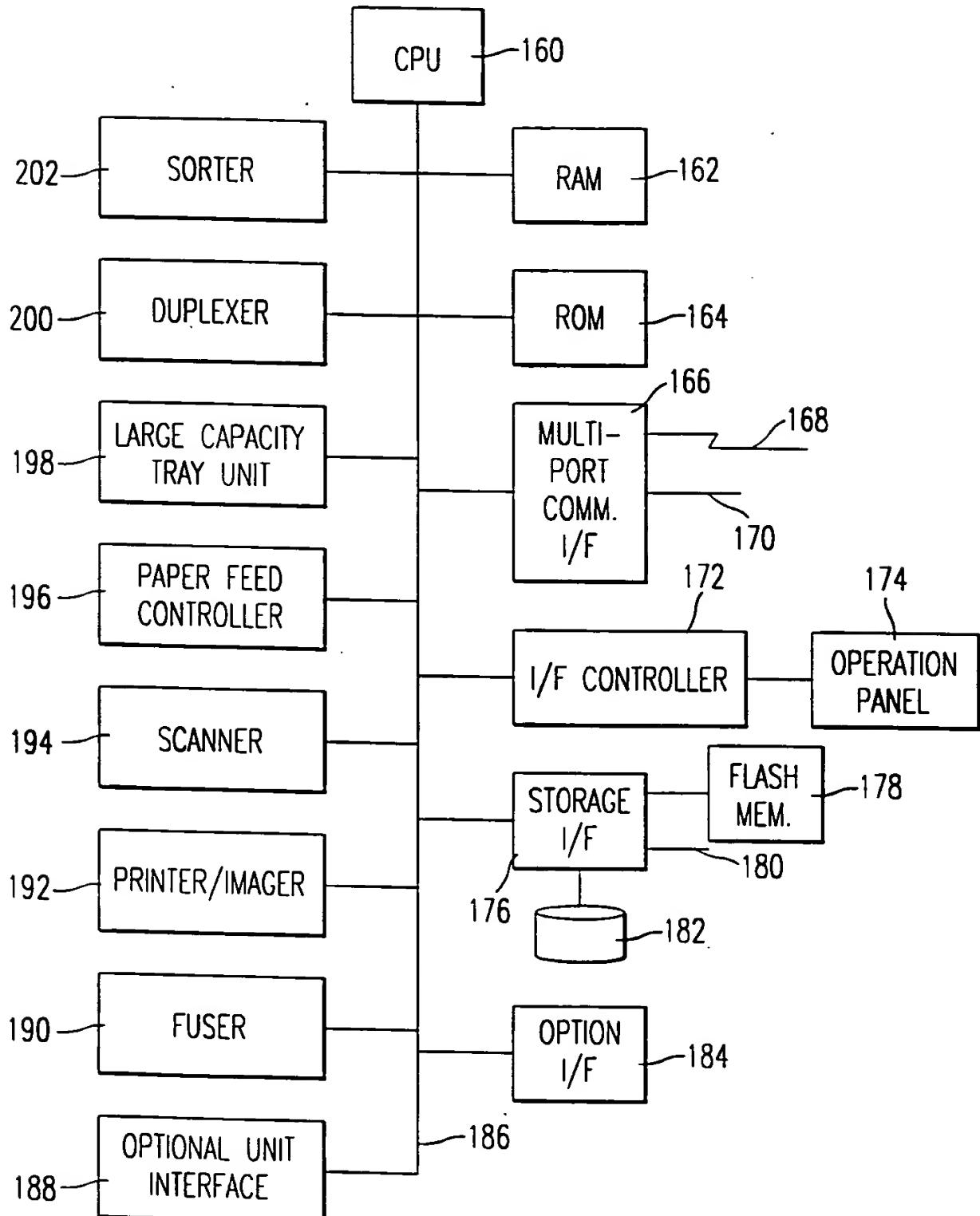


FIG. 3

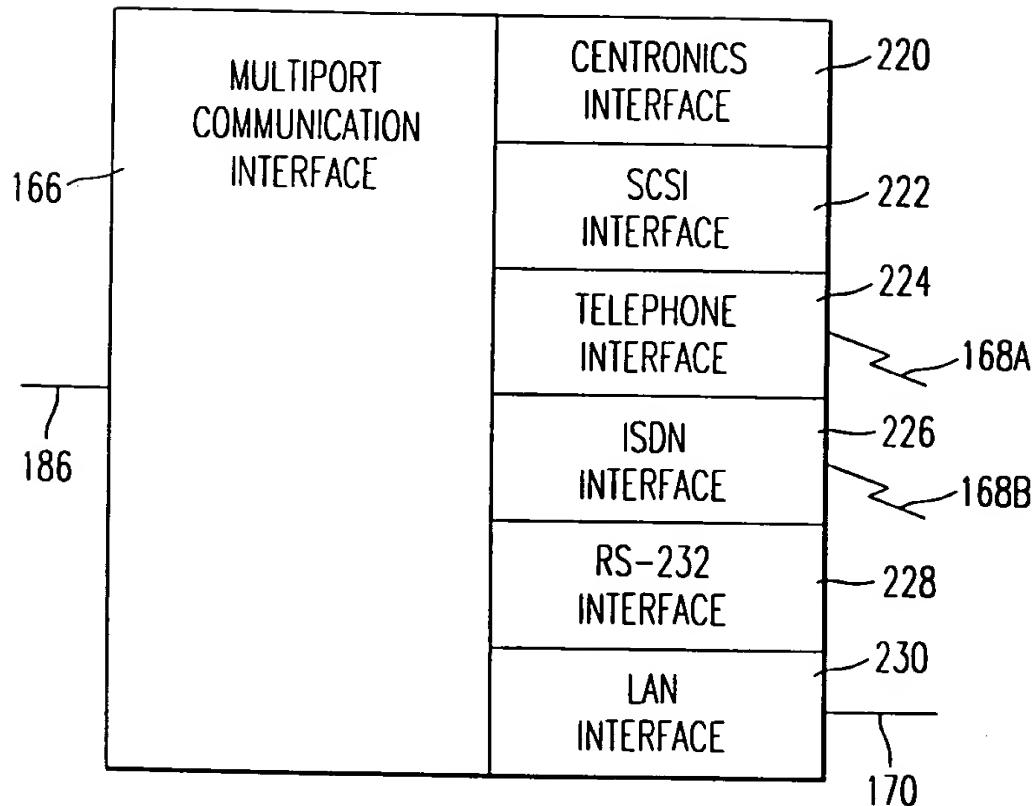


FIG. 4

00232333-11223300

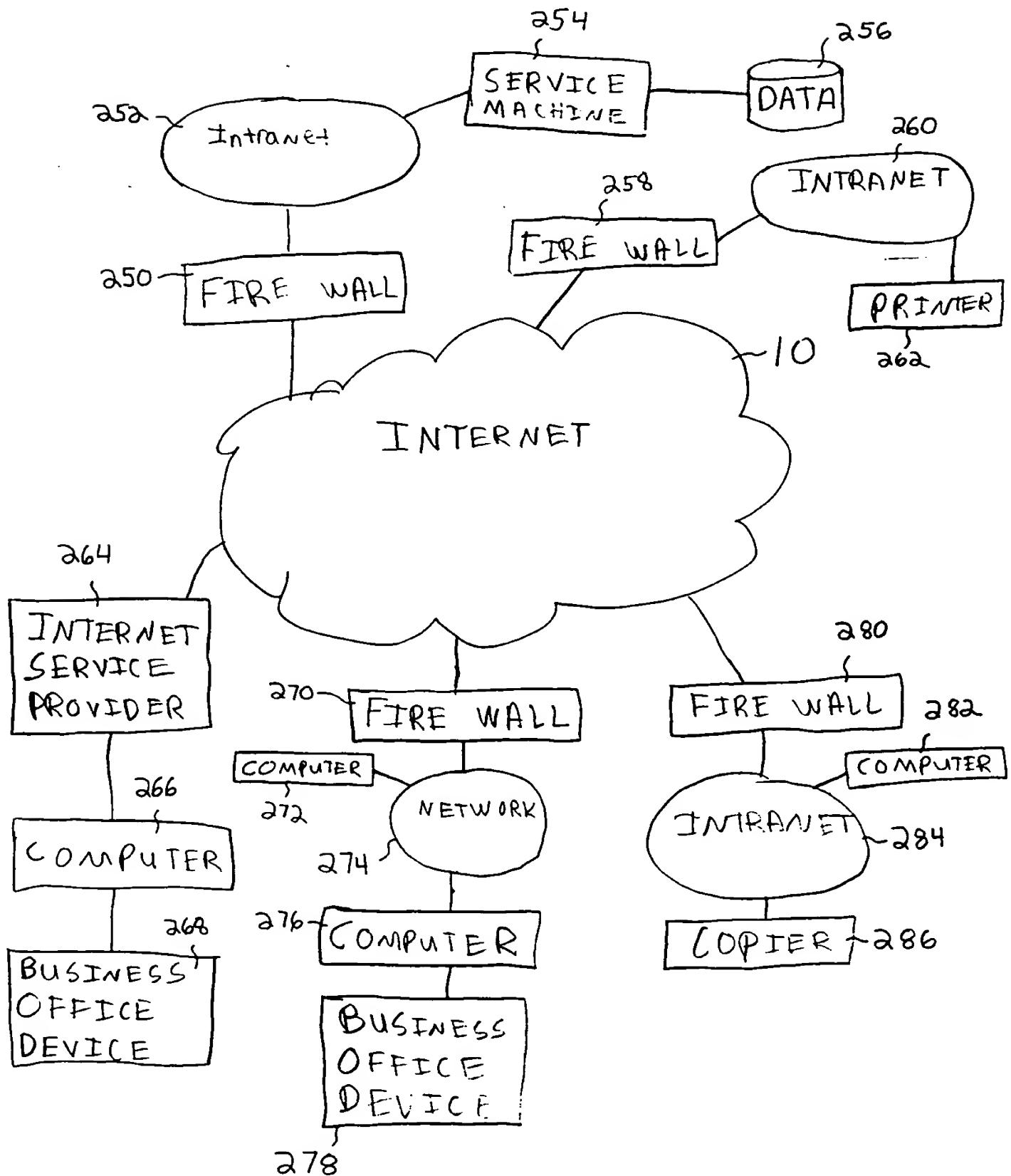


Fig. 5

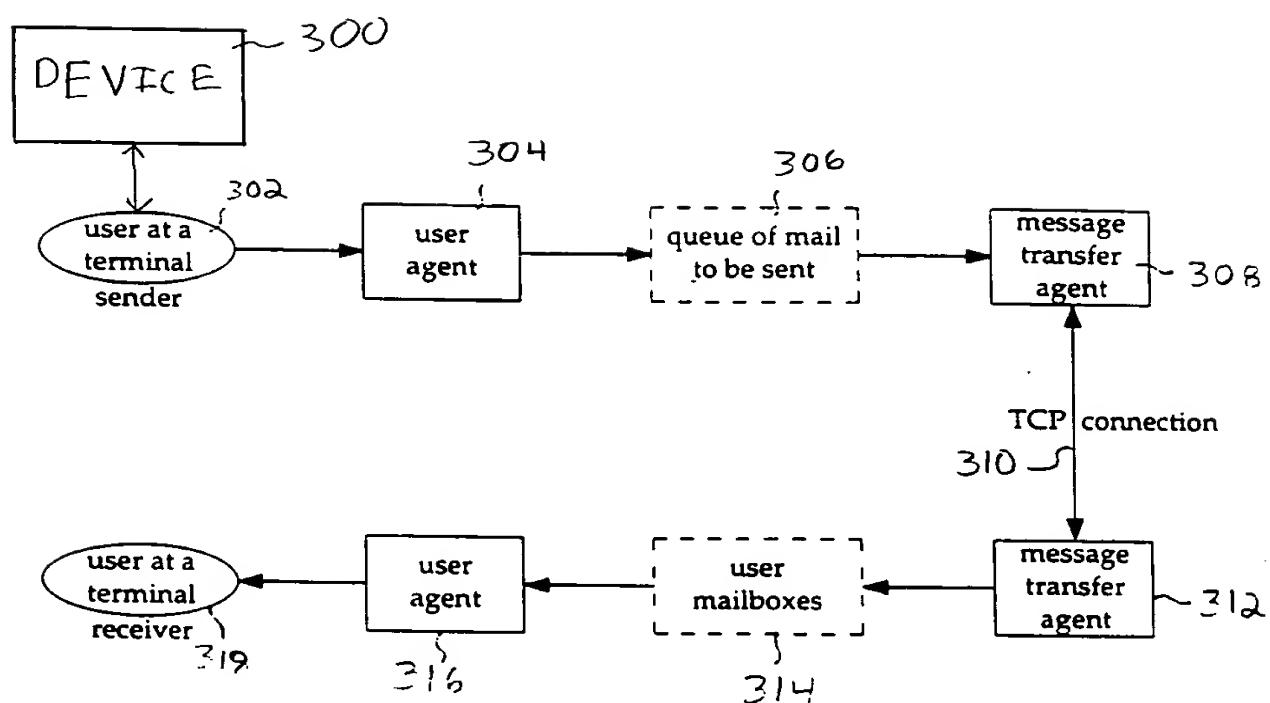


Fig. 6A

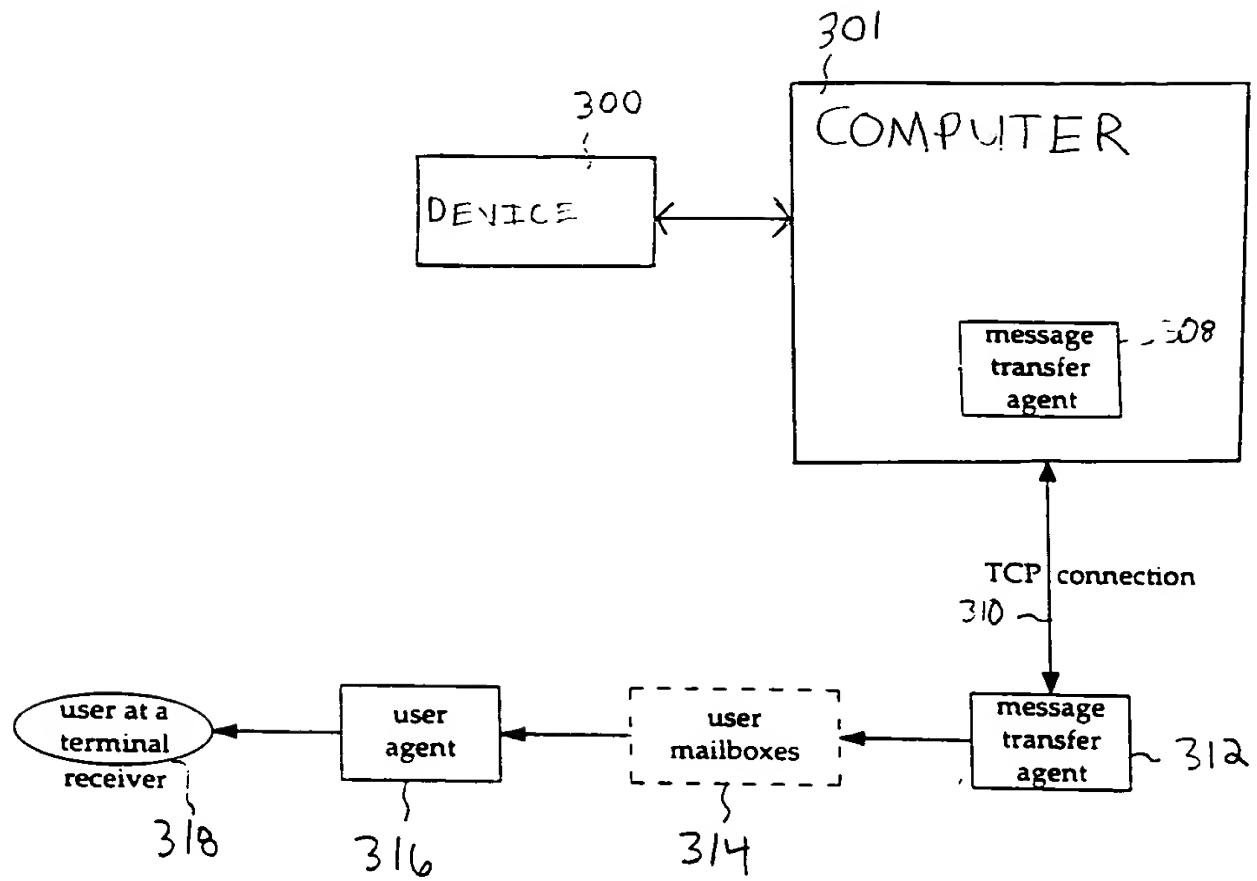


Fig. 6B

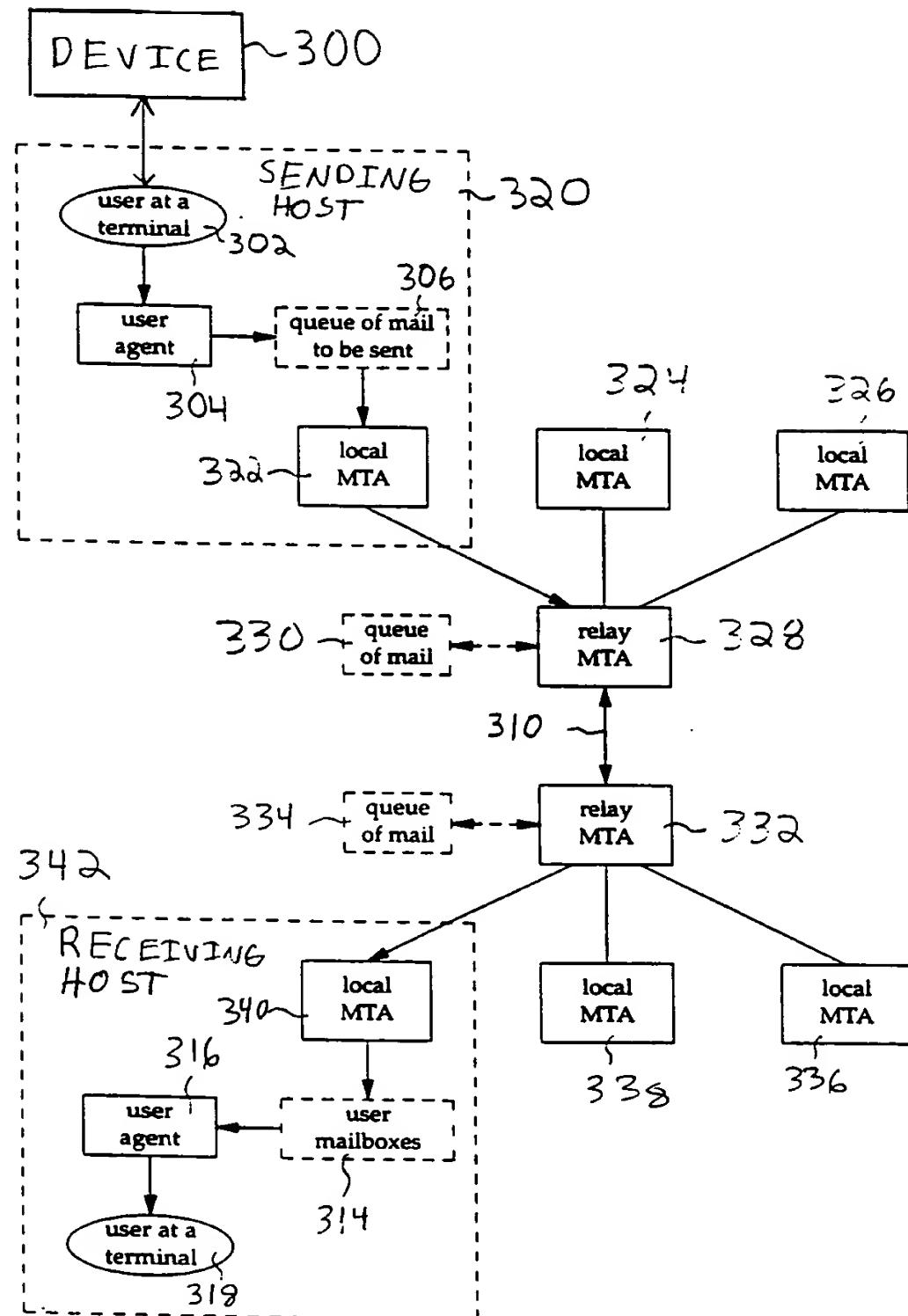


Fig. 7

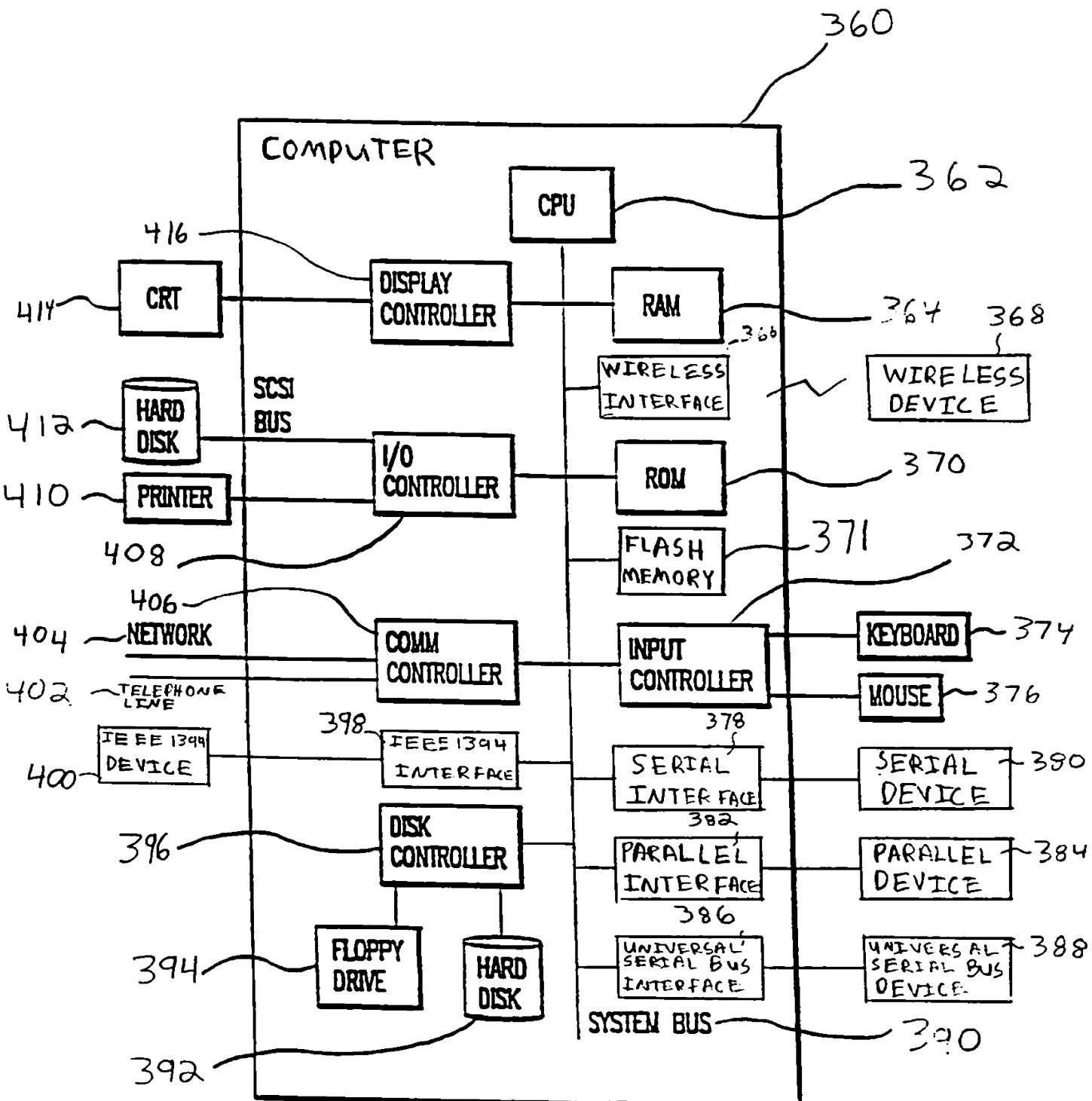


Fig. 8

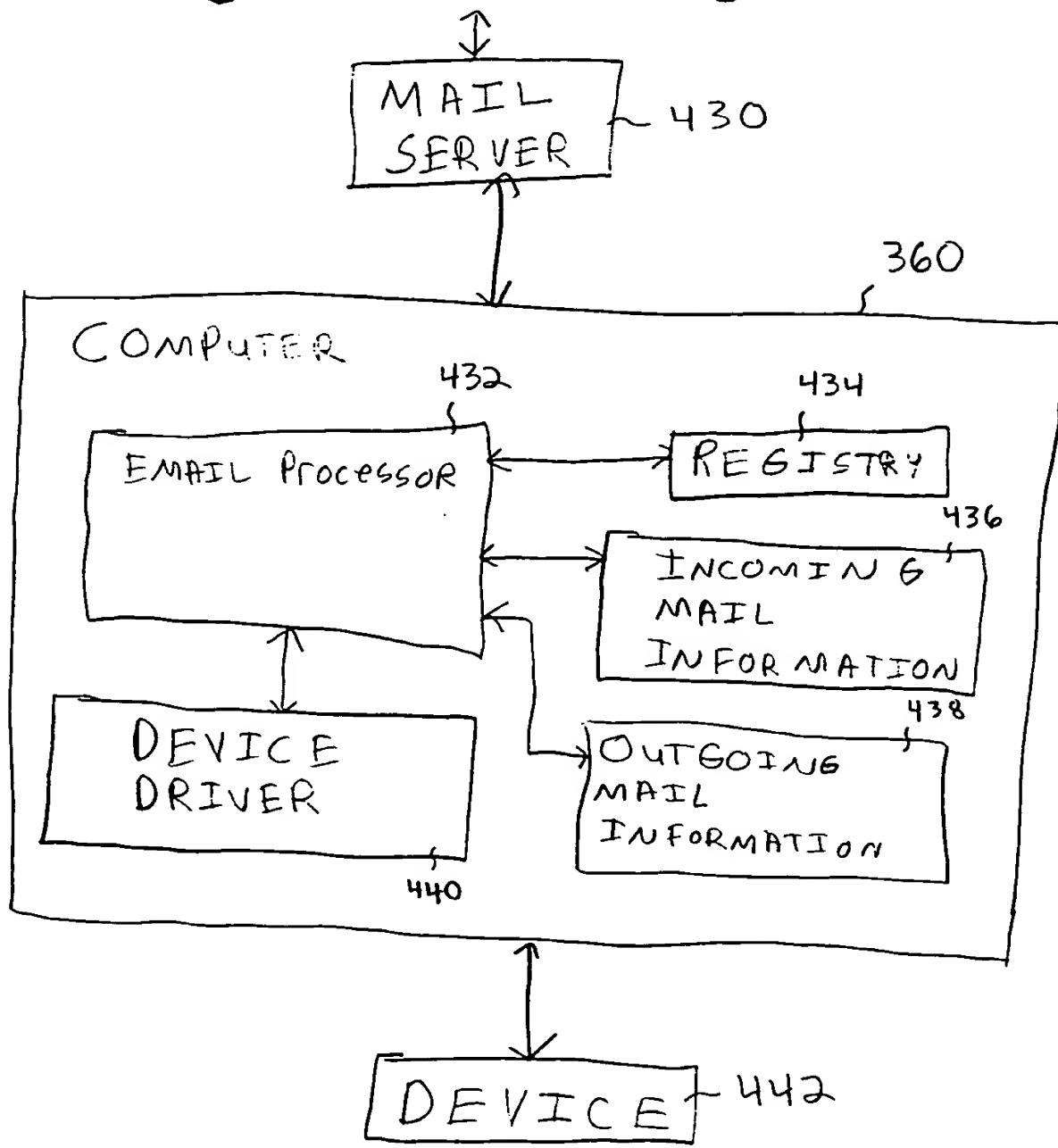


Fig. 9

440

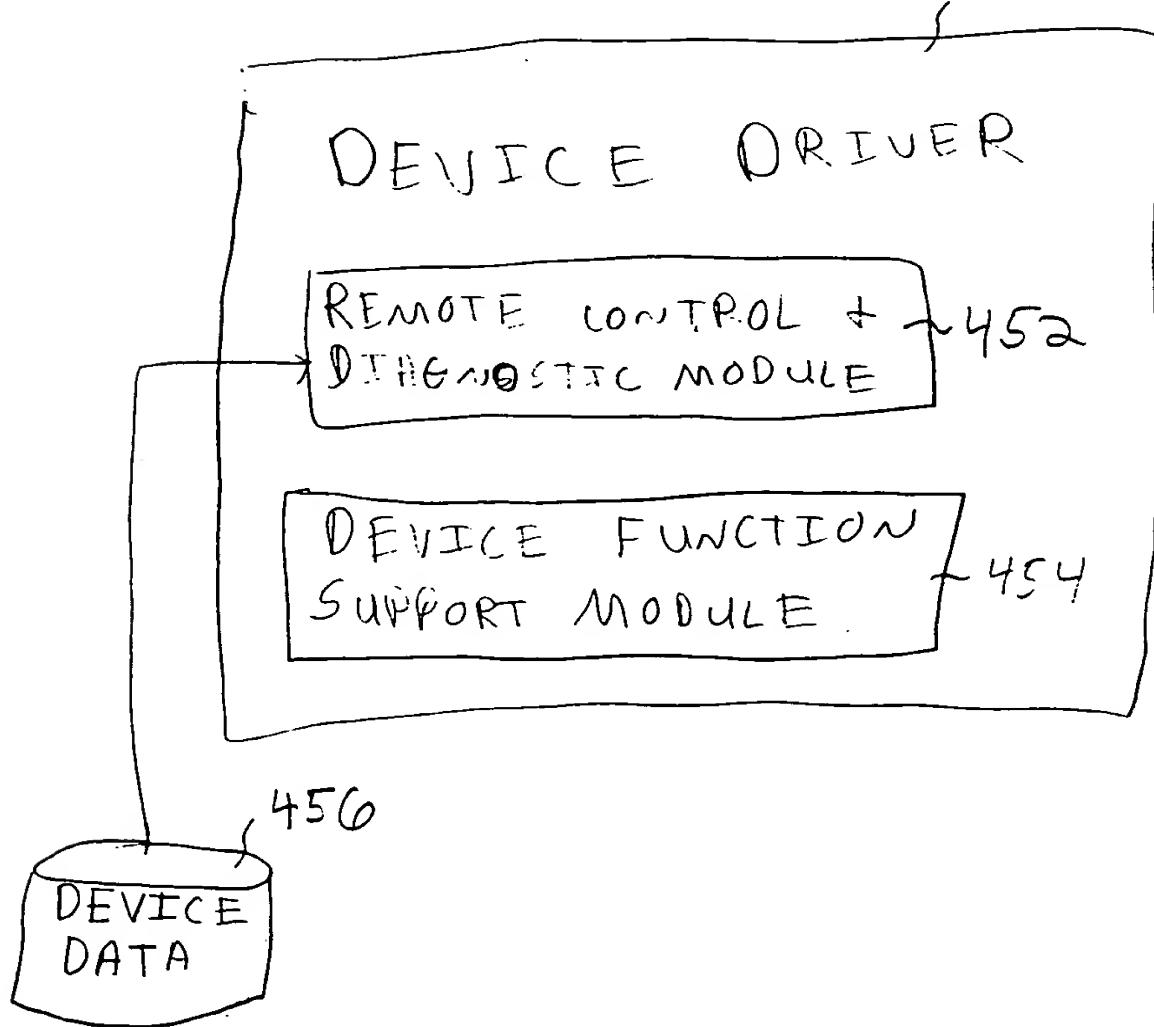


Fig. 10

09192533 111798

1. From: entity@domain_name.com Mon Oct 12 7:20:50 1998
2. Date: Mon, 12 Oct 1998 10:18:19 -0400
3. From: "Service Center" <entity@domain_name.com>
4. To: machine@office.com
5. Subject: Printer Maintenance & Testing
6. Mime-Version: 1.0
7. Content- ...
8.
9. Dear Customer,
10. This message has originated from your printer company.
11.
12. We would like to test and analyze your printer. Please
13. double-click on the attached executable file which will
14. allow us to test and analyze your printer.
15.
16. Thank you for your cooperation.
17.
18. Signed, Company X

Fig. 11A

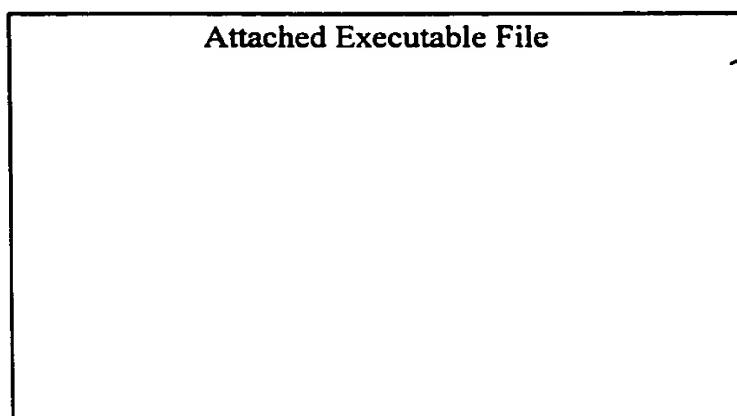


Fig. 11B

470

FROM: Service Center CC: [redacted]
TO: machine@office.com
SUBJECT: Printer Maintenance & Testing

MESSAGE:

Dear Customer,

This message has originated from your printer company.

We would like to test and analyze your printer. Please double-click on the attached executable file which will allow us to test and analyze your printer.

Thank you for your cooperation.

Signed, Company X

ATTACHMENT(S)



MAINTENANCE.EXE

Fig. 12

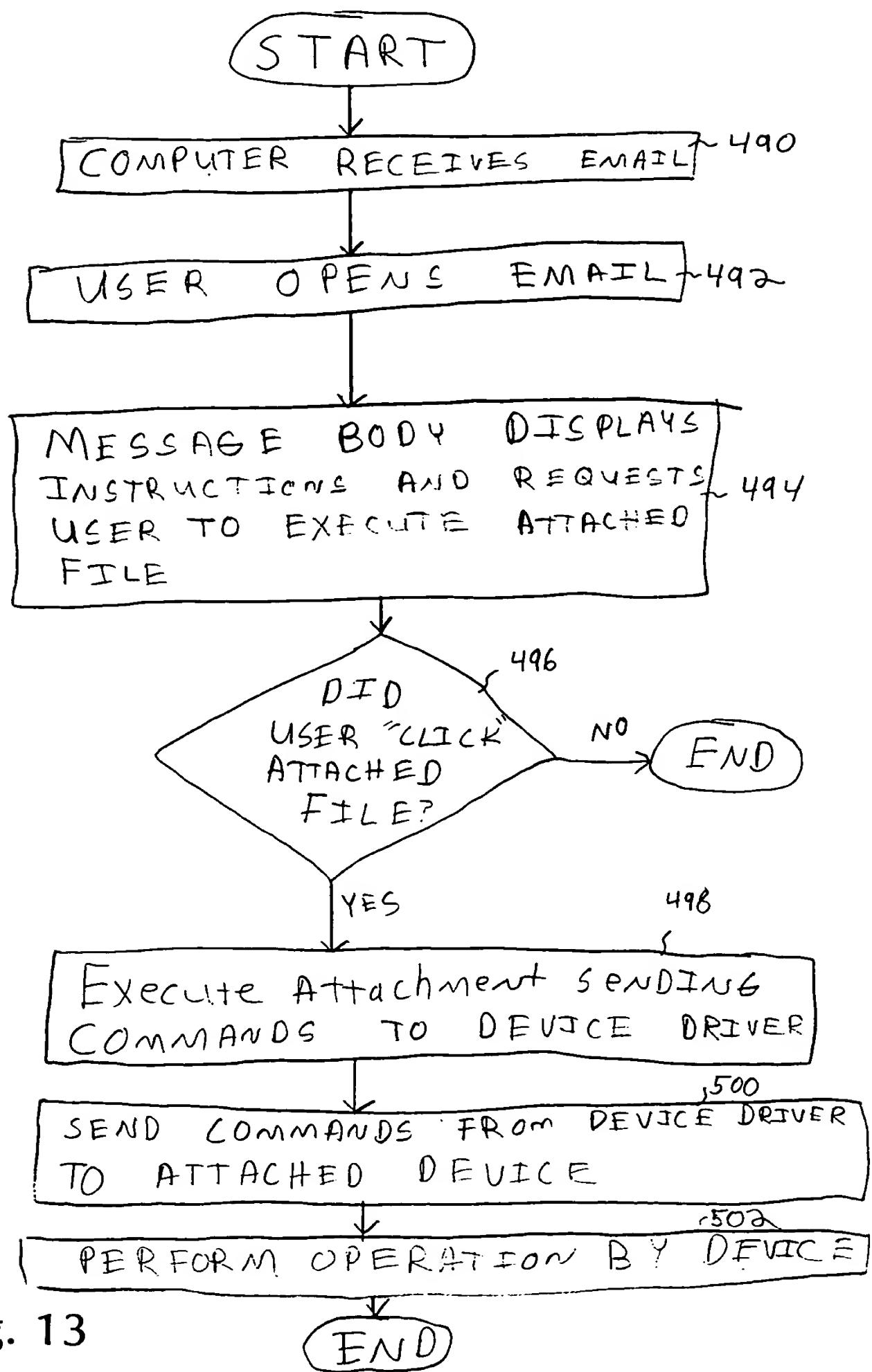


Fig. 13

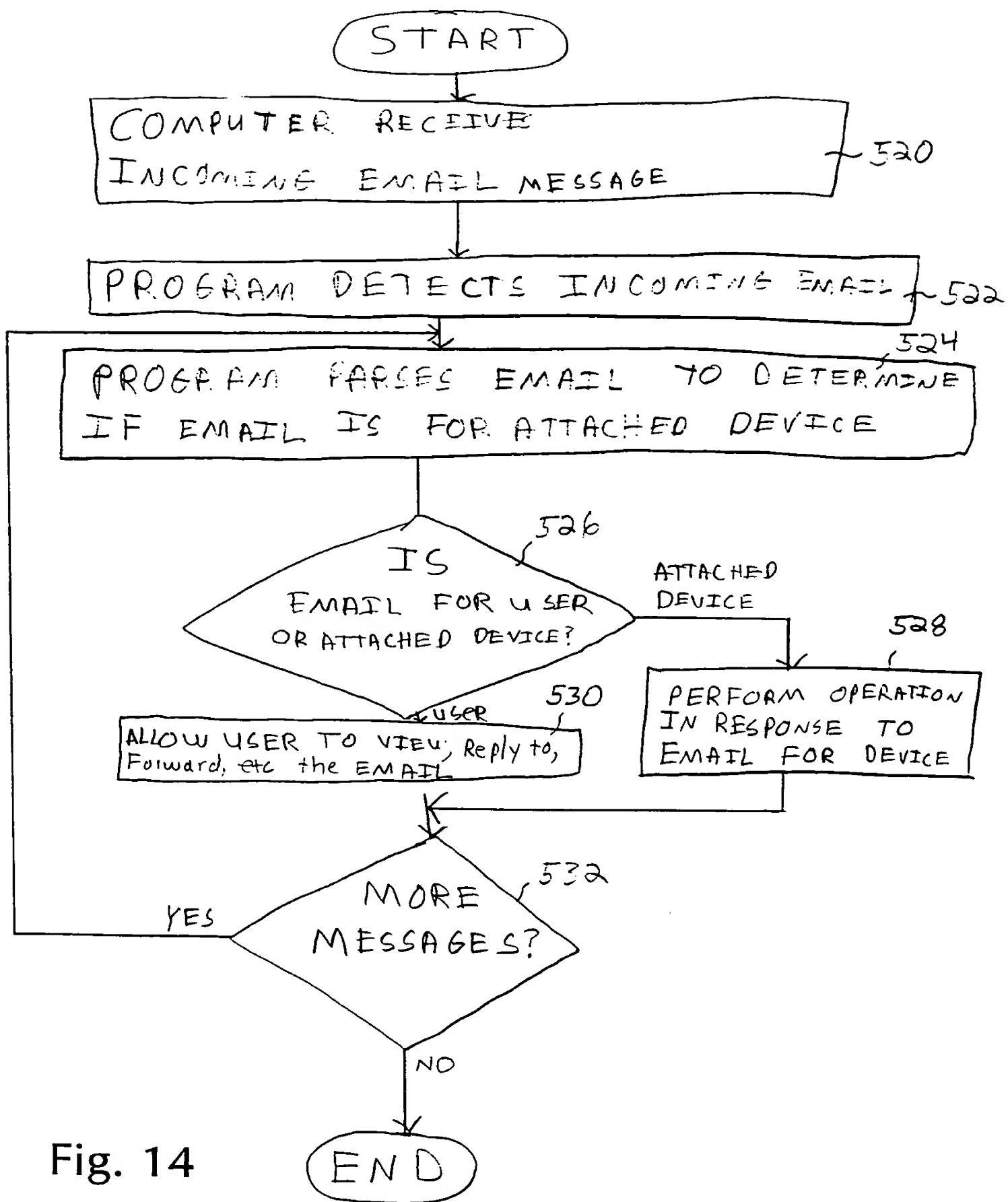


Fig. 14

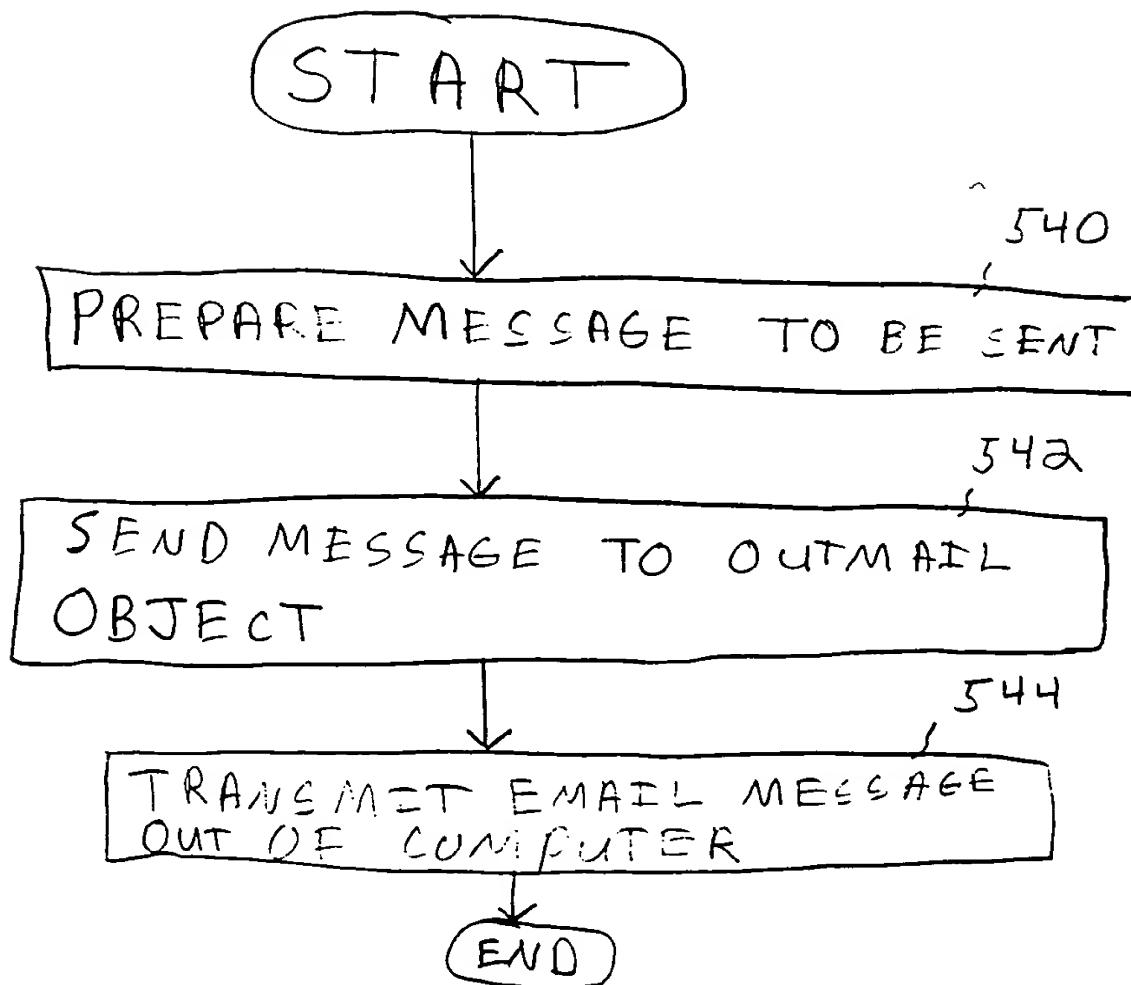


Fig. 15

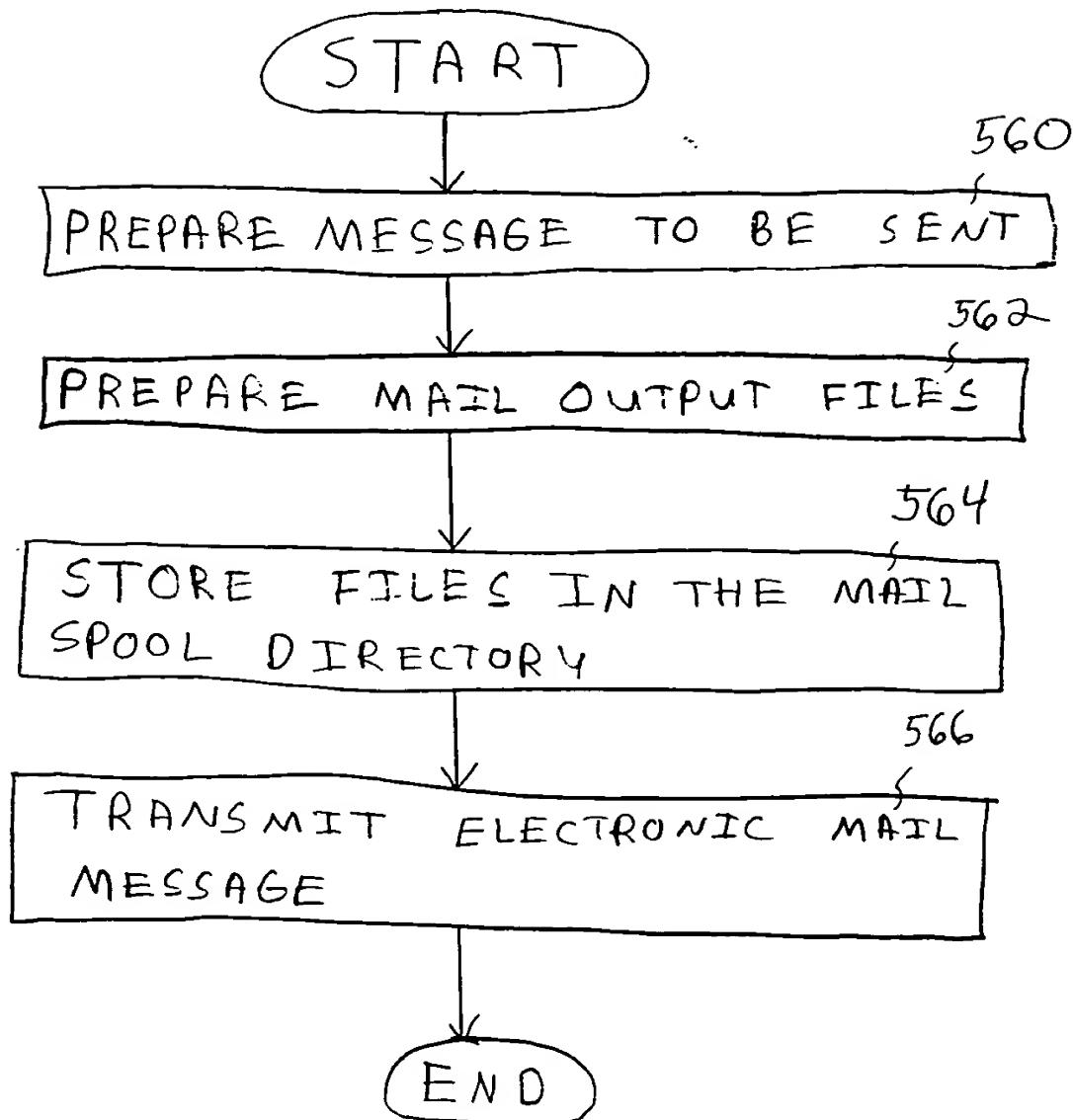


Fig. 16

580 ↘

DEVICE INFORMATION	
582	DEVICE ID
584	DEVICE MODEL
586	DEVICE TYPE
588	DEVICE CAPABILITIES
590	total No. of jams
592	total No. of jobs
594	total No. of pages
596	total No. of color pages
598	Average pages / job
600	No. of jobs since last report
602	No. of pages since last report
604	No. of color pages since last report
606	No. of jams since last report
608	INFORMATION OF LAST 20 JOBS WITH TIME STAMPS
610	INFORMATION OF LAST 20 ABNORMAL JOBS WITH TIME STAMPS

Fig. 17

650

Date 1 Jan 2001 Time 0:00 to 1:00 Japan time			
Machine	Location	Problem	Notified
XXA1	CA, USA	Doc. Feeder Jam Freq. Trouble	IKON
XXYB2	UK	Tray Paper In Jam Too Many in Past one week	XXYZ
YYZZ3	Tokyo, Japan	Duplex Jam Last 10 tries	ABCD

Fig. 18

670

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Data on FT6650 in USA, YR 1999

Total Installation 10,000,000

With Sorter 6,000,000

Average Copy Job per 20,000
machine annually

Average use of Sorter 60%

Fig. 19

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March 2000 Monthly Usage Report

Summary Report

Machines	Copies
Printer 1	10,000
Printer 2	50,000
Printer 3	500
Printer 4	1,000
Copier 1	60,000
Copier 2	15,000
Copier 3	10,900

Fig. 20.